

# FREQUENTLY ASKED QUESTIONS (FAQS)

## Email / AKO

**Q: What email address should I send my questions to?**

A: Please send all email correspondences to [A187@amedd.army.mil](mailto:A187@amedd.army.mil) ONLY.

**Q: How do I change my email address in your records?**

A: The email addresses used by BOLC were taken from ATTRS – the Army's training system, which is usually the student's AKO email address (i.e. @us.army.mil). If students believe they are not receiving necessary emails, they should contact [A187@amedd.army.mil](mailto:A187@amedd.army.mil) to have their names and contact information added to the list.

**Q: Do I need to have an Army Knowledge Online (AKO) account?**

A: Students who have not used AKO, or aren't familiar with its functionality, need to educate themselves on its functionality. AKO is one of the Army's major resources of mass communication, particularly email. It is also necessary to have an AKO email address to receive a Common Access Card (CAC) ID card.

**Q: I don't remember my AKO username and/or password. How do I reset it?**

A: Students who do not remember their password, need to reset their password or do not have an AKO account, need to go to the AKO website (<https://www.us.army.mil>), click login, then click on the particular assistance needed.

**Q: What if I don't have an AKO account?**

A: If students don't have an AKO account, they are eligible for a sponsored account. Their ROTC department or recruiter should sponsor them and walk them through the setup process.

## Travel / Lodging

**Q: How much travel time am I authorized?**

A: For ground travel, the government authorizes 400 miles/day for the first day and 350 miles/day after that (e.g. a 751 mile trip is considered 3 days of travel). Most students' orders have travel time factored into them already. For more travel information you can find the JFTR Volume 1 at: <http://www.defensetravel.dod.mil/site/travelreg.cfm>.

**Q: Am I authorized to report a few days early?**

A: Student orders will state if they are eligible to report early or not. If student is eligible, they may arrive at Fort Sam Houston prior to the report date; however, they will be responsible for paying for their hotel/lodging expenses until their class begins. This will be reimbursed when they settle their travel voucher at their follow-on and/or final duty location. Please call IHG (210-357-2705) prior to booking an off-post hotel. They may be able to house students arriving early, on-post or off-post, at a reduced rate. Students commissioned through the AECF program, should email [A187@amedd.army.mil](mailto:A187@amedd.army.mil), so BOLC can inform lodging of their earlier arrival.

**Q: I don't have a military ID card. How do I gain access to Fort Sam Houston?**

## AMEDD BOLC Frequently Asked Questions

- A: If student is driving into Fort Sam Houston they must provide the gate guard with a copy of military orders, valid drivers' license, valid insurance and vehicle registration. If arriving by Taxi, they will need to provide only their orders and a valid photo ID. *DoD stickers are not required to access Fort Sam Houston.*
- Q: Will there be a shuttle from the airport to Fort Sam Houston on report day?**
- A: No. Students are encouraged to take a taxi, which can be reached at (210)222-2222, to Building 592 on Fort Sam Houston. This cost (~ \$20) will be reimbursed when student gets to their permanent duty station. Students are encouraged to keep the taxi receipt to ensure a smooth payment reimbursement.
- Q: I already live within 50 miles of San Antonio. Do I need to stay in lodging?**
- A: No, students that live within 50 miles of Fort Sam Houston are required to maintain their current residence while they are attending the course.
- Q: I am permanently assigned to Fort Sam Houston. Am I authorized to stay in lodging?**
- A: If student's orders direct them to report to their unit (e.g. BAMC) prior to the course start date, they must provide their own lodging. If student's orders direct them to report AFTER the course completion date, their orders need to be amended to – PCS them here prior. Students who fall into this category should contact [A187@amedd.army.mil](mailto:A187@amedd.army.mil) for further guidance and/or instructions.
- Q: Who pays for my travel to Fort Sam Houston?**
- A: Students are responsible for paying for all travel expenses to get them to and from Fort Sam Houston. They will be reimbursed when they get to their final duty location. Students are encouraged to keep all receipts to ensure a smooth payment reimbursement process.
- Q: Who pays for my lodging at Fort Sam Houston?**
- A: The Army is responsible for paying student's lodging for the entire duration of BOLC at no cost to student or their parent unit. If student arrives early, they are responsible for paying all lodging costs up until their report date. If student is permanently assigned to Fort Sam Houston, they will receive Basic Allowance for Housing (BAH) pay and reside off-post.
- Q: Can I bring my family with me to BOLC?**
- A: Unless student is permanently assigned to Fort Sam Houston, they are not authorized to bring any dependents (i.e. family members) with them to BOLC. Single parents are required to establish a family care plan prior to attending BOLC.

### **Inprocessing**

- Q: My orders say in-processing is from 0900-1600, but my flight arrives at noon. Do I need to change my flight?**
- A: No. In-processing is a 30-60 minute process and is AVAILABLE from 0900-1600. Students are not required to begin in-processing at 0900. If student cannot make it to Fort Sam Houston by 1600, they will report to Building 592 for lodging and in-process the next morning – *times will be posted at building 592.*

## AMEDD BOLC Frequently Asked Questions

**Q: I have already in-processed my unit. Do I need to do it again?**

A: Yes. BOLC in-processing is not a typical unit in-processing. It is specifically for students in-processing into the BOLC Course and A CO, 187<sup>th</sup> Medical Battalion.

**Q: Can I get a copy of the inprocessing schedule?**

A: Students will receive a copy of the in-processing schedule when they arrive. More information on inprocessing times will also be sent out as they become available – *keep in mind they are subject to change.*

**Q: My family members are already enrolled in DEERS. Am I still required to bring all the required documents?**

A: No, students do not need to bring all of the required documents; however, every student must provide a copy of their SGLI form and their DD Form 93 (*Record of Emergency Data*). If student doesn't have one, they will submit one during in-processing. If student chooses not to bring all the required documents, they need to keep in mind that, if any issues arise while they are here in any of these areas, they may need to access those documents. Those individuals entering the Army for the first time must have the required documentation.

**Q: I would like to transfer from the USAR / ARNG to the Active Army. What is the process?**

A: There may be a Commandants Board for Reservists/National Guardsmen interested in applying for active duty service - their Class Advisor and their Platoon Advisors will have more information for them once they begin the academic portion of their training.

**Q: Do I need everything on the packing list prior to arrival?**

A: Due to the large number of students (e.g. ~400 per class), it is strongly recommended that students procure as many items as possible prior to their arrival at Fort Sam Houston for training. However, the BOLC staff understands that many students will not be able to acquire everything on the list prior to reporting. Students will be afforded an opportunity to purchase missing items once they arrive.

### **General Class Information**

**Q: What are my class dates?**

A: Class dates will be listed on the student's orders or on ATRRS. In ATRRS, the course number is 6-8-C20B. The AOC (military job) specific training portion (aka Phase 2) length may vary between 1 – 2 weeks. Students can discuss AOC specific concerns with their respective AOC track coordinator, which they will have an opportunity to meet at the Commanding General's Reception and/or the AMEDD Regimental Reception.

**Q: When is the BOLC Graduation?**

A: Phase 1 graduation is tentatively scheduled the last day of phase 1 (in the morning) – *time and location is subject to change.* Family members are welcome to attend. There is no graduation ceremony for phase 2.

**Q: Do I have to have the Army Service Uniform (ASU)?**

A: Yes, if student is attending the *BOLC Long Course* or the *USUHS Course*. No, if student is attending the *BOLC Short Course*, *HPSP Course*, or the *HPSP RC VC64 Course*. The ASU is a required uniform item for all *BOLC Long Course* students since they will

## AMEDD BOLC Frequently Asked Questions

wear their ASUs during certain training events, prior to the Field Training Exercise (FTX) portion of the course. The green Class A or B uniform is not an acceptable substitute. Students will have an opportunity to tailor their uniforms once they arrive at Fort Sam Houston. The ASU is not required for *Short Course* students because their entire course will be conducted in a field training environment (i.e. Field Training Exercise at Camp Bullis, Texas).

**Q: Where can I purchase uniform items?**

A: The Military Clothing Sales Store (MCSS) is located near the commissary on Wilson Rd. To purchase items without a military ID, students must provide the cashier a copy of their orders and a valid photo ID.

**Q: How much class time am I allowed to miss?**

A: There are no unexcused absences allowed in the course. Students with excused absences (sickness, administrative issues, etc.) are authorized to miss up to 24 hours of class time before potentially being removed from the class. Authorization to miss class must be approved by their Class Academic Advisor/Platoon Advisor or their respective track coordinator.

**Q: Will I be allowed to attend Chaplain Services during the FTX?**

A: Yes, Chaplain Services are conducted on a weekly basis during BOLC FTXs.

**Q: I need to take my board certification while at BOLC. Is this an excused absence?**

A: Yes, Students needing to take board certifications are authorized 24 hours to do so without being penalized. Student should send an email to [A187@amedd.army.mil](mailto:A187@amedd.army.mil) or their class academic advisor if this applies to them.

**Q: Am I allowed to leave the San Antonio area on weekends?**

A: Students will have an opportunity to take a mileage pass on most weekends to travel home or another destination. More information regarding mileage passes/leaves will be provided during their in-processing briefs. Students will not be authorized a mileage pass the first weekend of the course.

**Q: I am permanently assigned to Fort Sam Houston, but don't have official orders for BOLC. What should I do?**

A: Soldiers assigned to a unit on Fort Sam Houston (e.g. BAMC, D/187, etc.) will need to ensure that they bring a signed DA 4187 from their parent unit attaching them to Alpha Company.

**Q: How do I receive mail while at BOLC?**

A: Students are authorized to sign for a mailbox at the AMEDD Center & School mailroom once they arrive. They will need a set of orders and a photo ID.

## AMEDD BOLC Frequently Asked Questions

**Q: Can I have packages/mail sent to my mailbox before I arrive?**

A: Students can have items sent to the mailroom within 7 days of their arrival. However, they will only have 3 days after their arrival to pick those items up before they are returned to sender. The address is:

Rank, Name

3630 Stanley Road

BOLC-B Class \*class number\* start date \*as listed on your orders\*

Fort Sam Houston, TX 78234